

# VA MANILA OUTPATIENT CLINIC

## AUTO PHONE REFILL SERVICE

This is your guide to the Pharmacy's Auto Phone Service. The following service was designed to help you with your prescription medication needs.

**This service is available to you 24-hours a day, 7 days a week, from any touch tone phone.**

- ✓ **PRESCRIPTION REFILL OPTION** – Refill your active medications FOR MAIL to your home, at your convenience.
- ✓ **PRESCRIPTION STATUS OPTION** – Check on the status of your refills anytime.

- ✓ **MEDICATION INFORMATION OPTION** – Review educational information on your prescription at any time of the day or night.



*US Dept of Veterans Affairs  
Manila  
1501 Roxas Blvd  
1302 Pasay City Philippines*

# VA MANILA PHARMACY SERVICE

## AUTO PHONE REFILL SERVICE

**Dial 556 – VETS (8387).**

**For Callers outside Manila**

**New Toll Free Number is**

**1-800-1888-VETS (8387)**

**FOR ALL YOUR  
PRESCRIPTION  
REFILLS/STATUS**

**PATIENT  
GUIDE**

## HERE IS ALL YOU NEED!

- ✓ **A TOUCH-TONE PHONE.** If you do not have a touch-tone phone, please continue to mail your refill slips to the pharmacy.
- ✓ **YOUR FULL 9-DIGIT SOCIAL SECURITY NUMBER.**
- ✓ **Active / Current Telephone Number.** All first time callers are prompted by the system to enter their current phone numbers. Maximum number is 11-digits. The system accepts cell phone numbers & home phone numbers.
- ✓ **THE PRESCRIPTION NUMBER.** From the prescription label. This is the number on the third line down from the top of the label.

## DIALING INSTRUCTIONS

**CALL: 556 – VETS (8387) for callers within Manila.**  
**For callers outside Manila,**  
**Toll free number**  
**1-800-1888-VETS (8387)**

- ✓ Wait for the greeting. You may begin entering your 9-digit Social Security Number followed by the # sign.
- ✓ Enter your active/current telephone number. Maximum phone number is 11-digits.
- ✓ Listen for the Pharmacy options.
  - **Press 2 for prescription ordering information**
- ✓ You may choose from the following two options:
  - Press 1 to refill prescription
  - Press 2 to check on a prescription's status

- ✓ Enter the prescription number followed by the # sign.

### REMEMBER...

This service is not available for window pick-up prescriptions.

This service is for mail-out prescriptions only. **Please allow 10 to 14 work days to process your request. Weekends and holidays are not included.**

Do not mail in separate refill forms for refill prescriptions you have requested using this system.

### **VA DOES NOT REFILL PRESCRIPTIONS AUTOMATICALLY**

You must phone or mail in your refill slips to have your prescriptions refilled.

We hope you find this service useful along with the primary care clinics, This is yet another step in providing improved patient care. Nothing is more important to our success than your satisfaction.

We welcome your comments to continually monitor our performance and improve the healthcare we provide to veterans.